Civica Legal
Training and Services Prospectus

civica

© Civica Group Limited 2014. All rights reserved

Copyright in this manual belongs to Civica Group Limited or one of its subsidiaries ("Civica") and its contents are confidential to Civica. No part of this manual may be reproduced in any material form (including photocopying or storing in any medium by electronic means) for any reason whatsoever without Civica's prior written permission.

Civica endeavors to ensure that the information in this manual is correct but does not accept any liability for any error or omission or for any liability whatsoever arising from its use.
This manual contains general information and is not tailored specifically to meet any customer's requirements.

Civica Group Limited
2 Bromwich Court
Gorsey Lane
Coleshill
Birmingham
B46 1JU
Tel: 01675 433600

Civica Legal - Training and Services Overview

The Civica Legal team team is able to offer an extensive range of training courses and services to support customers in obtaining the maximum benefit from their investment in the Civica Legal Solution.

Training Course Offering:

- Have been reviewed and updated so that we can offer training that meets the day to day requirements of you and your staff.
- Covers all aspects of Civica Legal from system administration to end user training across Case Management, Debt Management and Time recording
- Bespoke training can be tailored to suite your individual needs, and you can choose the appropriate topics from our course contents to build your own training courses.

Choice of Delivery:

- Webex – where appropriate to the course
- Standard training course at one of our offices using our training database and configuration.
- Standard training course at your site, using your chosen database and configuration.
- Bespoke training can be delivered at the customer's request.

Our Consultants:

- Are a dedicated team of professionals with a considerable amount of experience in delivering Legal consultancy services and training.
- Can draw upon years of experience of successfully providing Case management and Debt Management solutions for the Legal sector both in local authority and private practise.
- Are a flexible team providing tailored services to deliver a complete service solution and meet all your training requirements.

Course List

Webinars

Course Name	Length	Details (page)
W1. Document bundling template setup (general)	1 hour	6
W2. Setting up a document bundle (tailored)	1-4 hours	7
W3. Running document bundles	1 hour	8
W4. Working with Laserforms	1 hour	9
W5. Using 'Include text' in document templates	1 hour	10
W6. Using UDAs and IF statements	1 hour	11
W7. Working with reports	1 hour	12
W8. Email subjects and email templates -creating and use	1 hour	13
W9. Clients, Names and Attributes – creating and using	1 hour	14
W10. Mapping out workflows using Excel	1 hour	15
W11. Client and special rates with Time Recording	1 hour	16

System Administration/End User Training

Course	Length	Details (page)
C1. Case Operator	0.5 days	17
C2. Debt Operator	0.5 days	18
C3. System Administrator	5 Days	19
C4. Setting up the Debt Module	2 days	20
C5. Workflow Consultancy	4 days	21
C6. Time recording – Set up and end user training	1 day	22
C7. Fielding documents	1 day	23
C8. Crystal Reports	2 days	24
C9. Billing Set up and Routines	1 day	25

Services

Service Description	Length	Details (page)
S1. The Legal Process Review	n/a	26
S2. Remote Administration Service	n/a	27
S3. Joint training	n/a	28
S4. New report creation	n/a	29

Videos

Service Description	Length (Days / hours)	Details (page)
A list of downloadable video guides will appear here	n/a	29

Course W1: Document bundling template setup Webinar

Course Description

This webinar provides an understanding in how to set up document bundling including how to setup bundle templates – these can be used for court, sending to external parties or taking documents to Court as notes. Please note this Webinar provides general guidance in the setup of document bundles. If you require assistance setting up a specific court/case bundle please refer to course W2. Setting up a document bundle (tailored)

Duration

1 hour

Course Materials

Short Manual provided at time of course

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Word
- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course
- Successful completion of - W6. Using UDAs and IF statements

Aims and Objectives

The course will provide a basis for the creation and maintenance of document bundles within the Civica Legal System.

After completing the course, attendees will be able to:

- Understand the recommended way to set up a document bundle
- Create different templates for different applications of case bundles

Course W2: Setting up a document bundle (Tailored) Webex

Course Description

This course held as a Webex allows a single customer site to receive training on the setup of a specific bundle(s). The duration of the training will be advised on application.

Duration

1-4 hours

Course Materials

Short Manual provided at time of course

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Word
- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course
- Successful completion of - W6. Using UDAs and IF statements

Aims and Objectives

The course provides individual training on court/case bundles for a single customer site. The training is more interactive with the opportunity to raise questions about specific bundle issues.

After completing the course, attendees will be able to:

- Setup and manage bundles unique to the customer site

Course W3: Running Document Bundles Webinar

Course Description

This webinar provides an understanding in how to run pre-configured document bundles

Duration

1 hour

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Word
- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course

Course Materials

None

Aims and Objectives

The course will provide a complete understanding of how to use pre configured bundle templates to create court / case bundles.

After completing the course, attendees will be able to:

- Successfully run Court / Case bundles using a selected template

Course W4: Working with Laserforms Webinar

Course Description

This webinar provides an understanding in how to incorporate the use of Laserforms into the Civica Legal document template store

Duration

1 hour

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Word
- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course

Course Materials

Short Manual provided at time of course

Aims and Objectives

The course will provide a complete understanding of how to field Laserforms for use within the Civica Solution

After completing the course, attendees will be able to:

- Setup a Laserform to incorporate case data from the Civica Legal solution

Course W5: Using ‘Include text’ in document templates Webinar

Course Description

This webinar provides an understanding in how to use the Microsoft Word feature ‘Include text’ to produce letter templates of greater flexibility

Duration

1 hour

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Word
- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course

Course Materials

Short Manual provided at time of course

Aims and Objectives

The course will provide a complete understanding of how to make use of the Microsoft Word feature ‘Include text’. This functionality allows a much greater customization of template documents particularly useful, for example, where standard headers and footers have to be amended regularly.

After completing the course, attendees will be able to:

- Identify how the ‘include text’ feature can be used to enhance document templates
- Create templates with a greater degree of flexibility

Course W6: Using UDAs and IF statements Webinar

Course Description

This webinar provides an understanding in how to use User Defined Answers to restrict input to a predefined set of answers when recording case information. They enable a standard set of responses to a question, remove variations of answers and speed up the information input process. They are recommended when using If … Then conditions in documents.

Duration

1 hour

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course
- A good understanding of Microsoft Word

Course Materials

Short Manual provided at time of course

Aims and Objectives

The course will provide a complete understanding of how to setup and maintain User defined Answers (UDAs)

After completing the course, attendees will be able to:

- Add, edit or delete a UDA list
- Add, edit or delete answers
- Set defaults

Course W7: Working with reports Webinar

Course Description

This webinar provides an understanding of how to work with reports in Civica Legal. It covers the range of reports available to a customer and how to simply access them and run them on a frequent basis

Duration

1 hour

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the operation and use of Civica Legal

Course Materials

None

Aims and Objectives

The course will provide a complete understanding of how obtain the maximum benefit of the inbuilt reporting within Civica Legal

After completing the course, attendees will be able to:

- Understand the range of reports available
- Identify which reports will provide the information a customer needs
- Set up ‘My Reports’ for easy report access and execution

Course W8: Email subjects & email templates - creating & use Webinar

Course Description

This webinar provides an understanding in how to create and use Email subjects for every email sent from Civica Legal, enabling responders to simply “reply to” and start the chain of mails relating to a case making them easy to identify then click and drag from Outlook. Email (memo) templates speed up responses sent out from Civica Legal – standard email responses and memo’s can be created in the same way as templates which enables users to select their required response from within the “email out” and send direct to the client/external source without have to rekey standard text.

Duration

1 hour

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course
- A good understanding of Microsoft Word
- Microsoft Outlook enabled

Course Materials

Short Manual provided at time of course

Aims and Objectives

To assist in the creation of e-mail related documents, templates and automatic subject lines

After completing the course, attendees will be able to:

- Create e-mail subject lines
- Create e-mail templates/documents

Course W9:Clients, Names and Attributes – creating and using Webinar

Course Description

This webinar shows how to better utilise Names and Clients – Names are regarded as other regular contacts that are NOT a client – for example, solicitors, experts, courts, doctors etc. These need to be added to the system so that users can quickly find a contact for Case management information – they need only be entered once onto the system and then they are available for all the modules across the system. Names can be either individuals or Companies. Clients can be linked, have extra contacts or attributes associated to them allowing the site to obtain better marketing and interrogation of their client database

Attributes are added to the names so that they can be grouped by their area of work; the attribute can then be associated to a case information line so that users can choose from a shorter list of contacts rather than search through every single name on the contacts (names) database

Duration

1 hour

Course Materials

Short Manual provided at time of course

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Word
- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course

Aims and Objectives

The course will provide a working knowledge of “Best Practice” with the names and clients database, allowing more rapid data input into case files, and better marketing of the existing database

After completing the course, attendees will be able to:

- Adding Names, with attributes
- Creating clients with contacts, attributes and marketing details
- Interrogate the database for marketing purposes

Course W10: Mapping out workflows using Excel Webinar

Course Description

This webinar provides customers with the tools to map out new workflows quickly and ensuring that no event, document, timing, fee/cost or form is missed. Maps “Next Events” or full agendas, and allows users/teams to see where the workflow is going.

Duration

1 hour

Course Materials

Short Manual provided at time of course

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of Microsoft Word
- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course
- A good knowledge of Microsoft Excel

Aims and Objectives

The course will provide a thorough knowledge of mapping out a workflow or series of workflow for case management agenda/workflow set up

After completing the course, attendees will be able to:

- Understand the recommended way to design workflows
- Be better placed to swiftly create new workflows and agendas from scratch

Course W11:Client and special rates with Time Recording Webinar

Course Description

This webinar provides an understanding in how to set up special rates for either clients or files that are used in conjunction with Time Recording to facilitate varying billing rates outside of the sites standard tariff

Duration

1 hour

Course Materials

Short Manual provided at time of course

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Word
- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course
- Have a list of the required rates for their site

Aims and Objectives

The course will provide all the information required to set up and utilise various client/file rates

After completing the course, attendees will be able to:

- Understand the differences between, client, grade, charge bands
- Create unique rates for any client that requires them

Course C1: Case Operator Classroom

Course Description

This course provides full training in how to operate the Civica Legal Case solution to setup and manage matters and cases through their natural lifecycle.

Duration

0.5 days

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Windows operating system and Microsoft Word

Course Materials

You will be provided with a copy of the Civica Legal User Manual

Aims and Objectives

The course provides a complete understanding of how operate Case Management within Civica Legal.

After completing the course, attendees will be able to:

- Set user options
- Be able to use the different tab options
- Bring documentation into the case
- Send documentation to customers
- Navigate the Outlook Style Desktop
- Open a new case
- Search for an existing case
- Navigate around an open case
- Manage contacts
- Manage correspondence
- Receive and send Emails via Civica Legal
- Manage correspondence option
- Use the Print Queue for document drafting
- Create and manage appointments
- Create and manage document bundles
- Automatically time record
- Manually time record
- View your timesheet

Course C2: Debt Operator Classroom

Course Description

This course provides full training in how to operate the Civica Legal Debt Module as part of your debt management responsibilities.

Duration

0.5 days

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Windows operating system and Microsoft Word

Course Materials

You will be provided with a copy of the Civica Legal Debt Manual

Aims and Objectives

The course provides a complete understanding of how operate the Debt Management module within Civica Legal. Successful completion provides attendees with a through understand of how to use the module as part of your debt recovery responsibilities.

After completing the course, attendees will be able to:

- Set up the user options
- Use the Enhanced Outlook Style Desktop
- Use views and filters
- Work with the Diary, Tasks. Timesheets, Links and To-Do Bar
- Open a new Case File
- Locate a Case
- Execute events
- Add Contacts so they can be linked to Cases
- Operate the Debt Module
- Add an invoice, payment and allocate payment to specific invoices
- Add a credit note, edit or cancel payments
- Add, View and edit an installment
- Work with fees and costs
- Handle Emails, documents and Memo Events
- Create and manage appointments
- Use the overdue event list
- Use document bundles
- Time record within Civica Legal
- Run debt reports

Course C3: System Administrator Classroom

Course Description

This course provides a through complete understanding in how to setup and administer the Civica Legal system.

Duration

5 Days

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Windows operating system and Microsoft Word

Course Materials

You will be provided with a copy of the Civica Legal System Administrator Manual

Aims and Objectives

The course provides a complete understanding of how to manage your implementation of Civica Legal. Successful completion provides attendees with the knowledge to setup and makes changes to the application in line with changing business processes.

After completing the course, attendees will be able to:

- Plan Workflows
- Set up Printing for documents and forms
- Create Modules
- Create Sections
- Set up Events, Agendas, Workflows and Memo events
- Manage Time Entries
- Edit Workflows
- Use Field Builder
- Use best practice with Memo Events
- Setup Views - Desktop Filters
- Use Stored Procedures
- Create Authorization Groups
- Create the Case Summary tab
- Manage the Print Queue
- Setup a Generic Bundle
- Map Agendas
- Create User Defined Answer Lists
- Create Case Types
- Create Questions
- Create Document Templates
- Handle Postings and Charges
- Create System Merge fields
- Create Memo Events
- Creating the OSD Template
- Create Filters within Views
- Add Links for Desktop Templates
- Setup System Defaults
- Change the Default Charging Rate
- Setup E-mail Templates

Course C4: Setting up the Debt Module Classroom

Course Description

The course will cover in depth all aspects of the set up of the Civica Legal debt module for event and agenda driven cases

Duration

2 Days

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Windows operating system and Microsoft Word
- Completion of the ‘Working with Laser Forms’ Webinar

Course Materials

You will be provided with a copy of the Civica Legal debt setup manual

Aims and Objectives

The course provides training in how to setup your debt module. Successful completion provides attendees with the knowledge to setup and makes changes to the debt module in line with changing business processes.

After completing the course, attendees will be able to:

- Create a case Module
- Create a case type, adding sections and questions
- Work with user defined answer lists
- Set up postings & charges
- Set up court fees & costs
- Use the compounding date’s table
- Manage case module options
- Manage case client options
- Define Events
- Use the debt tab
- Setup Memo events
- Set up Note types

Course C5: Workflow Consultancy Classroom

Course Description

This course provides training in the development of Workflows / Agendas within the Civica Legal case management solution. It is strongly recommended that customers have pre mapped their business processes and bring these mappings to the training which will then be created within Civica Legal as part of the training.

Duration

4 days

Course Materials

None

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Word
- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course
- Successful completion of the Case Operator course

Aims and Objectives

The course provides training in how to create workflows within Civica Legal. It identifies the critical components and shows how workflows can be optimised for system users.

After completing the course, attendees will be able to:

- An introduction to workflows and their purpose
- How to Create Events
- Adding documents and forms
- Adding time entries
- How to create Agendas
- Adding Events to Agendas
- Appending Agendas
- Editing Workflows
- Reports for agendas and events

Course C6: Time Recording – Setup and End User Training Classroom

Course Description

This course provides full training in how to setup time recording for the capture of Fee Earner time within Civica Legal and subsequent end user training for up to 12 people (2 x sessions of six).

Please note that the training for setup is intended to be undertaken by system administrators only

Duration

1 day

Prerequisites

It is desirable system administrators attending the setup training meet the following requirements:

- A good knowledge of the Microsoft Windows operating system and Microsoft Word
- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course

It is desirable that users attending the end user training meet the following requirements:

- A good knowledge of the Microsoft Windows operating system and Microsoft Word

Course Materials

You will be provided with a copy of the Civica Legal User Manual

Aims and Objectives

The course provides a complete understanding of how operate Case Management within Civica Legal.

After completing the course, attendees will be able to:

- Set up charge Bands
- Set up Fee Earner grades and rates
- Set up Fee Earner budgets
- Create activity codes
- Create manual time entries
- Run timer(s)
- Suspend Time
- Allow inter staff time recording

Course C7: Merge Fielding documents Classroom

Course Description

This course provides an understanding in how to setup document templates that when opened will pull key account information into predefined fields

Duration

1 day

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course
- A good understanding of Microsoft Word

Course Materials

Manual Provided

Aims and Objectives

The course will provide a complete understanding of how to setup and maintain merge fields within document templates.

After completing the course, attendees will be able to:

- Identify system merge fields
- Identify Case or Matter Information fields
- Use the Field Builder
- Understand Field Builder System Codes
- Understand Field Builder Information Fields
- Editing Merge Fields
- Use Formatting Codes

Course C8: Crystal Reports Classroom

Course Description

This course provides an understanding of how to use crystal reports to create new reports for use with Civica Legal.

Duration

2 days

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course
- A full licensed copy of either V8 or V11 crystal reports

Course Materials

None

Aims and Objectives

The course assumes no current knowledge of crystal reports. The training will provide a complete understanding of how to create new Civica Legal reports.

After completing the course, attendees will be able to:

- Identify the type of report needed
- Identify the appropriate fields containing data within Civica Legal
- Understand how to construct a report
- Understand report styling and layout

Course C9: Billing set up and routines Classroom

Course Description

This course provides an understanding in how to set up Civica Legal to allow either on demand or auto billing production.

Duration

1 day

Course Materials

Short Manual provided at time of course

Prerequisites

It is desirable that users attending this course meet the following requirements:

- A good knowledge of the Microsoft Word
- A good knowledge of the operation and use of Civica Legal
- Successful completion of the Civica Legal System Administration Course
- A clear understanding of their own billing policies

Aims and Objectives

The course will provide all the information required to configure Civica Legal such that on demand or auto-billing can be generated using bill templates of the customer design

After completing the course, attendees will be able to:

- Set up the bill template
- Set up the billing parameters
- Configure individual or all new matters to generate a bill
- Create and Action a billing list

Service S1: The Legal Process Review

Service Description

As your business changes it is vital that your Civica Legal solution stays in step ensuring your investment continues to give you the very best return

The Legal Process Review looks at how well the solution meets your current needs. We analyse how you can achieve efficiency improvements in your team and drive out unnecessary cost. We'll show you the solution improvements available to you and ways to achieve real cost saving

Service Benefits

- Streamline your internal process
- Improve reporting for better decision making e.g. where intervention may be required
- Decrease costs with external agencies e.g. Court bundles, PCOL, CCBC
- Reduce paper handling to achieve a 'paper-lite' office
- Increase accuracy of bid proposals for client contracts
- Improve process and workflow systems to deliver joined up working
- Increase uptake of client self service

What does the service cover?

- A study of your processes and current use of Civica Legal
- A business case with ROI built for review recommendations
- A report of the findings of the study
- Presentation of the report to senior management

Service S2: Remote Administration Service

Service Description

Once implemented Civica Legal requires very little administration, however with ever changing processes and staff turnover, administration to keep everything up-to-date can become a lengthy and mundane task.

Civica recognise that the role of a systems administrator is not key to your team and maintaining the knowledge to make changes infrequently is difficult.

As a result crucial changes may be overlooked meaning you are no longer obtaining the full benefit of your investment in your Civica Legal solution. The Remote Administration Service can fill that gap in your organisation and can take care of these tasks for you.

Administration tasks we cover

- Changes to workflows
- Merge fielding carried out for new of changed documents
- New users trained
- Printer's setup
- Archiving completed
- User authentication changes made
- New templates created
- Maintenance of system reference data e.g. period ends, new system codes, fees and costs
- Case bundle maintenance
- Crystal report creation and amendments

Key features of the service

- Time is called off in blocks of minutes as required
- All work carried out remotely (although arrangements for onsite activity can be made)
- Booking is a simple Email process
- Base service provides 16 hours of support across the year, additional time can always be purchased
- Activities have a time allocation making it easy to keep track of time used
- All work is completed by Civica Legal team consultants providing peace of mind

Service S3: Joint customer training

Service Description

Customer training can now be offered to a group of customers at a single venue. Customers can select from the courses contained in this prospectus or by agreement can have a training day tailored to their needs.

Service Benefits

- Customers can share the cost of training reducing the cost to a single customer
- Customer can share experiences and learn from others as part of the training
- Training can be conducted within a geographical area reducing travel costs

Key features of the service

- There is a 4 attendee and one full day minimum requirement.
- Because of difficulty of remote connection to multiple customer implementations, training will be conducted in a lecture style using Civica example data.

Service S4: Customised crystal reports

Service Description

Civica recognise that customers may not have access to Crystal report writing skills or full Crystal licenses but would still like the ability to commission reports bespoke to their own needs. Civica offer a bespoke report writing service. Taking the customers report specification and returning a complete, tested, report which the customer can add to their reporting suite.

Service Benefits

- No need for in-house crystal skills
- No need to purchase a full Crystal license

What does the service cover?

- Creation and testing of reports based upon your specification

Timescale

Each bespoke report will be a unique specification therefore timescales for each will be provided upon application

Video V1: TBA Video

Details of Video training will appear here.